SiteManager Training Manual

Module A
Chapter 2

Contract Administration
Contract Records
Disputes and Claims

Section A-1-2-14

Disputes and Claims

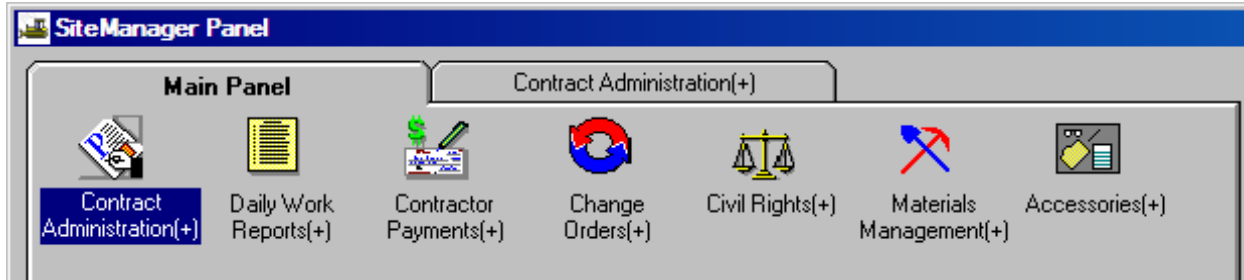Student's Version

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DISPUTES AND CLAIMS

This section deals with claims and disputes the Prime Contractor has with INDOT. Once you are made aware of a **Dispute/Claim** complete the following data entry. This is done to insure that INDOT can resolve the problem early and that a complete record of the resolution is maintained.
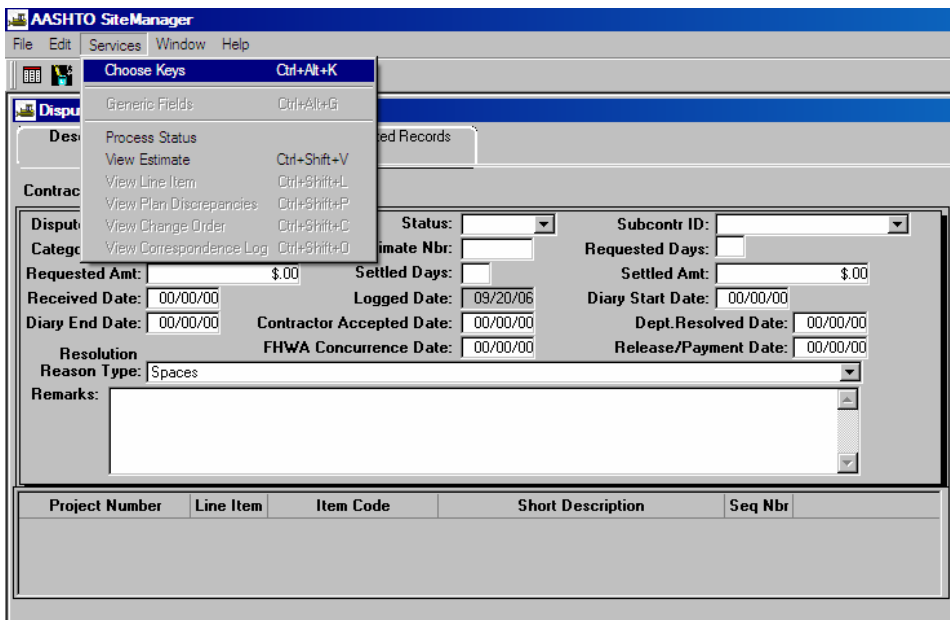

From the Main Panel, "double-click" on the **Contract Administration (+)** icon.
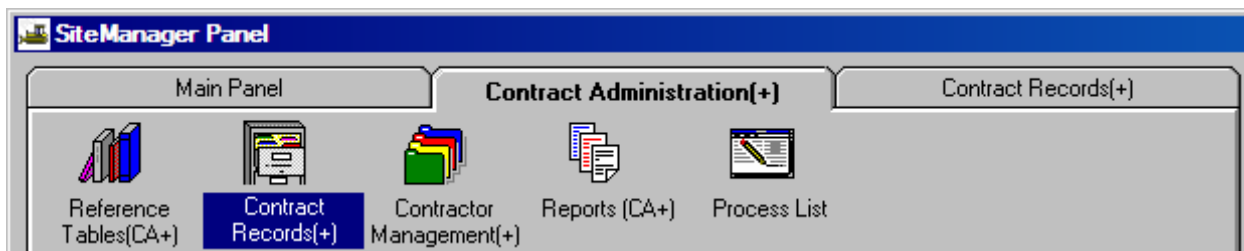
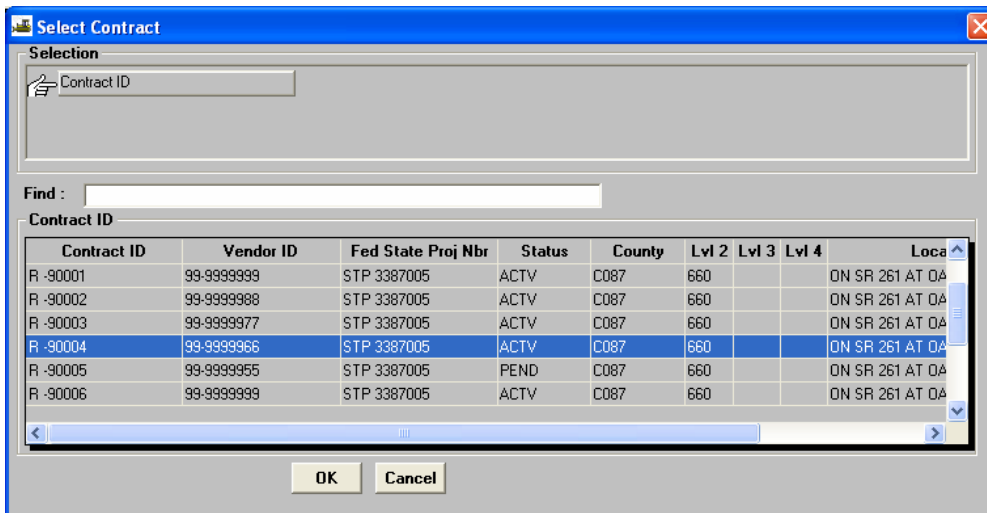"Double-click" on the **Contract Records (+)** icon.
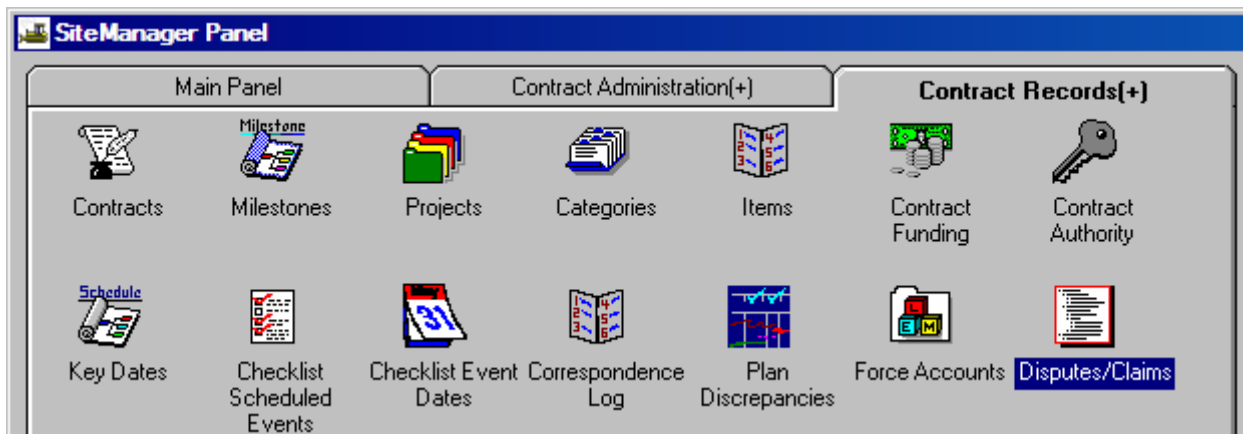
"Double-click" on the **Disputes/Claims** icon.

"Click" on **Service**s, located on the Menu bar.

"Click" on **Choose Keys**.

The **Select Contract Panel** will open with the following information:

- **Contract ID:** the **Contract ID** is the identification number assigned to the contract.
- **Vendor ID:** the **Vendor ID** is the INDOT assigned number identifying the Prime Contractor.
- **Fed State Proj Nbr:** the **Fed State Proj Nbr** is the assigned Federal or State Project Number.
- **Status:** the **Status** field indicates the current status of the contract, i.e. Pending, Active, Complete, Archived.

- **County:** the **County** field contains a letter and number code identifying the county where the majority of the work is located.
- **Lvl 2:** the **Lvl 2** column indicates the District office administering the contract.
- **Lvl 3:** the **Lvl 3** column is not utilized by INDOT.
- **Lvl 4:** the **Lvl 4** column is not utilized by INDOT.
- **Location Description 1:** the **Location Description 1** column is the description of the physical limits of the contract.

"Double-click" on the appropriate **Contract ID**.

The **Claims/Disputes** Window appears with 3 Tabs **Description, Recipients,** and **Related Documents**

Dispute ID: The **Dispute ID** is a sequential number assigned by SiteManager after saving the Dispute/Claim.

Description Tab

Type Ind.: Select **Type Ind**icated to be recorded as a **claim** or as a **dispute.**

Status: Use this field to record the current status of the claim/dispute.
Record as either **Denied, Logged, Received, Resolved,** or **Withdrawn.**

Subcontr ID: A drop down list appears for the Contractor and Subcontractors for the Contract.

Category Type: Use this field to record the contractor's reason for the claim/dispute. Record as **Differing Site Conditions, INDOT Delay, Materials, Out of Scope, Time,** or **Utility.**

Estimate Nbr: A search box opens up with a listing of the estimates associated to the Contract. Select the appropriate **Estimate Nbr** if applicable.

"Enter" the **Requested Days, Requested Amt**, **Settled Days, Settled Amt** as needed.

Received Date: Is the date that the Dispute/Claim was received.

Logged Date: Automatically populated by SiteManager and is the date that the Dispute/Claim was entered into the system.

Diary Start Date: Is the date that the Dispute/Claim began. "Enter" in the appropriate date.

Diary End Date: is the date that the Dispute/Claim ended. "Enter" in the appropriate date.

Contractor Accepted Date: Is the date that the Contractor accepted the resolution to the Dispute/Claim.

Dept. Resolved Date: Is the date that INDOT resolved the Dispute/Claim.

FHWA Concurrence Date: Is the date the FHWA agreed with the resolution to the Dispute/Claim.

Release/Payment Date: Is the date when the Dispute/Claim has been completely resolved.

Resolution Reason Type: The **Resolution Reason Type** is the level that the Dispute/Claim was resolved at. The selections are: **Resolved at Central Office**, **Resolved at District Level**, **Resolved at Project Level**, and **Resolved by Claims Committee.**

Remarks: "Enter" in any **remarks** that pertain to the Dispute/Claim.

If this **Dispute/Claim** pertains to a specific item or items that information can be entered into the lower panel by clicking in the bottom paned and the selecting **New** 🗋 from the toolbar.

"Select" the appropriate **Project Number** from the dropdown list.

"Right-click" on the **Line Item** field and then "click" on **Search**.

"Click" on the appropriate **Line Item** number. If additional items are to be selected "click" on **New** ☐ and repeat this process.

"Click" the **Save** 🖫 button on the toolbar.

"Click" on the **Recipients** folder tab.

Recipients Tab

Recipient: "Right-Click" on the **Recipient** field and select the SiteManager use who is to receive this Dispute/Claim.

"Click" on the appropriate recipient.

Due Date: "Enter" the date that a response to this Dispute/Claim is needed by.

Doc Sent Date: "Enter" the date that the original document was sent to the Recipient.

Doc Received Date: "Enter" in the date the document was received by the Recipient.

Recipient Response Date: "Enter" in the date that the Recipient responded to the

Remarks: "Enter" any **Remarks** that pertain to the Dispute/Claim.

To add additional recipients: "Click" the **New** 🗋 button on the tool bar to open the field for a new recipient and repeat the above steps.

"Click" the **Save** 🖫 button on the toolbar.

Claim/Dispute notification will be sent to all listed Recipients via Site Manager "**In-Box**" mail.
"Click" **OK**.

Related Records Tab
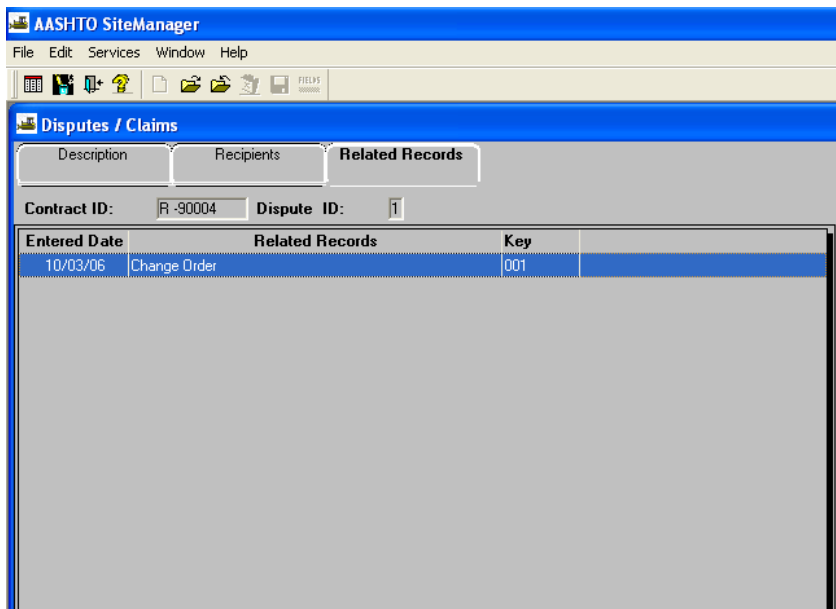
"Click" the **Related Records** folder tab.

Documents created elsewhere in Site Manager that relate to the claim/dispute will appear here.

"Click" the **Close** button on the toolbar to exit.

Resolution to a Dispute/Claim

When a **Dispute/Claim** has been resolved:

"Click" **Status** and change to **Resolved**.

"Enter" the appropriate date in the **Contractor Accepted Date** field.

"Enter" the appropriate date in the **Dept. Resolved Date** field.

"Enter" the appropriate date in the **FHWA Concurrence Date** field if appropriate.

"Enter" the appropriate date in the **Release/Payment Date** field.

Disputes and Claims

Exercise A-14-T
Group Exercise
This exercise
will demonstrate how to initiate the Claim/Dispute record keeping.

Log into SiteManager as: d90afaul
Password: pass
Log in as   **PE/S**

Navigate from the **Main Panel**:
"Double-Click" on **Contract Administration (+)** icon
"Double-Click" on **Contract Records (+)** icon
"Double-Click" on **Disputes/Claims** icon
"Click" on **Services** located on the Toolbar
"Click" on **Choose** Keys
"Double-Click" on appropriate **Contract ID:** R90003
"Click" on the scroll arrow for the **Type Ind.** box, select: **Claim** from the drop down menu
"Click" on the scroll arrow for the **Status** box, select: **Received** from the drop down menu
"Click" on the scroll arrow for the **Category Type** box, select: **Differing Site Conditions** from the drop down menu
In the **Requested Amt** box, enter: $ 22,000
In the **Received Date** box, enter; today's date in mm/dd/yy format
In the **Remarks** box, enter: "Poor subsurface encountered to greater extend than indicated in the bidding documents."
"Click" the **Save** button located on the Toolbar.

"Click" the **Recipients** folder tab
Enter the date information called for in the lower panel
Right "Click" on the **Recipients** box in the lower panel
"Click" on **Search** in the popup menu
"Click" on: **Frank Farmer's** user id d90ffarm
"Click" the **Save** button located on the Toolbar.
On the Popup dialog box "Click" on the **OK** button

"Click: on the **Description tab** folder tab
"Click" the **Save** button located on the Toolbar.